

City/Town Seal

CITY/TOWN

Emergency Operations Plan

Citizen Corps Program Annex

CITY/TOWN

(Effective Date)

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1. INTRODUCTION, PURPOSE AND SCOPE

A. INTRODUCTION During the 2002 State of the Union Address, President George W. Bush announced the creation of the USA Freedom Corps, a call to service for every American. Citizen Corps is the component of the USA Freedom Corps that encompasses public education, training, and volunteer opportunities to engage all citizens in helping to make their communities safer, stronger, and better prepared for preventing and handling terrorism, and disasters of all kinds.

Citizen Corps Program proposes to bring together leaders from law enforcement, fire services, emergency medical services, emergency management, volunteer organizations, the private sector, as well as local elected officials to form Citizen Corps Councils. These councils will provide oversight for engaging citizens in emergency planning and response, homeland security, promoting family preparedness and safety through public education and outreach, training opportunities, and volunteer programs.

Citizen Corps Programs are sponsored by the Department of Justice (DoJ), Federal Emergency Management Agency (FEMA), and the Department of Health and Human Services (DHHS). The Bush Administration and FEMA initiated the program for 2002.

The primary California Agencies involved are the Governor's Office of Emergency Services and Volunteerism (GO SERV), The Governor's Office of Emergency Services (State OES), the Emergency Medical Services Authority, and the Attorney General's Office.

All citizens are encouraged to become involved in one of the five Citizen Corps Programs. However, they need to be careful of how many disaster programs they crossover with. An allegiance needs to be made to a particular program to make sure there is no confusion when they respond to a disaster.

In April, 2003, San Bernardino County (County) Fire Department, Office of Emergency Services (OES) submitted an application for the FEMA FY02 GOSERV Grant Program, and received approval to use grant funding to develop a county-wide Citizen Corps Program, which includes such programs as Community Emergency Response Team (CERT) and Neighborhood Watch Program. This grant represent the first year funding of these programs and the continued support and integration of all programs will be contingent on future year Citizen Corps Grant funding.

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B. PURPOSE

The primary purpose of this Annex is to provide the Operational Area (OA) with a document that outlines and defines a standardized approach and structure for creating Citizen Corps Councils in San Bernardino County. This will help to ensure citizen participation within a community by coordinating Citizen Corps Programs, identifying volunteer opportunities to support local law enforcement, fire services and other emergency response personnel, and specifying local resources to support Citizen Corps.

C. SCOPE

Citizen Corps was designed to engage every American in community and family safety programs as a way to prepare people in advance for emergencies, natural disasters, and acts of terrorism. By using an integrated, strategic, and comprehensive approach, we can effectively utilize the time, talents, and interests of volunteers in support of first responders and overall community preparedness. Prepared citizens in service are a powerful resource and are better able to respond quickly and effectively in any emergency.

The Standardized Emergency Management System (SEMS) governs emergency response statewide and is the backbone of California's disaster planning and response system (Government Code § 8607). Developed in the early 1990s, SEMS is a statutory requirement and is mandated for all State agencies. Local governments and special districts must use SEMS in order to receive reimbursement for response-related personnel costs. The federal government also recognizes SEMS principles when participating in emergency response and planning activities within California.

SEMS is the structure through which all coordination and resource allocation takes place through the multiple levels of support: field, local government, Operational Area (County), region, and State. Whenever the challenges of an emergency exceed the capacity of one level, assistance is requested from the next level above.

D. MISSION STATEMENT

The mission of Citizen Corps is to harness the power of every individual through education, training, and volunteer service to make communities safer, stronger, and better prepared to respond to the threats of terrorism, crime, public health issues, and disasters of all kinds.

E. NATIONAL CITIZEN CORPS PROGRAMS

There were originally five components to the Citizen Corps Program, however, the fifth (5th) component, Terrorism Information and Prevention System (Operation TIPS), was removed for re-evaluation and, at this time, is not part of the program, but listed here for your information.

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1) Programs

- Community Emergency Response Team (CERT)
- Neighborhood Watch Program
- Volunteers in Police Service (VIPS)
- Medical Reserve Corps (MRC)
- Terrorism Information and Prevention System (Operation TIPS)

2. ORGANIZATIONAL STRUCTURE AND RESPONSIBILITIES

A. PLANNING GUIDE FOR CITIZEN CORPS PROGRAMS

The Citizen Corps Program Planning Guide is to be used as a quick reference for determining whether the Citizen Corps Program addresses the required elements. Jurisdictions may jeopardize eligibility for grant funding if they do not comply with the criteria set forth in this document.

Plans must reflect the needs of the jurisdiction, particularly in the areas that will likely impact them and their capabilities where it is recognized that jurisdictional differences will exist. This guide should be used in developing your programs.

Enter the reference (page number, paragraph, chapter section, etc.) or Not Applicable (N/A) in the space provided at the beginning of each item. Some of the elements described below may be documents separate from the primary Citizen Corps Program plan; if so, indicate placement in another document (AD) and state the name of document.

B. ORGANIZATIONAL CHART

The organizational chart below shows the hierarchy of the governing body within the Citizen Corps structure; FEMA, State OES, Region VI REOC, BOS, Disaster Council, Advisory Committee, OA, Citizen Corps Councils, Tribal Nations, and other affiliated agencies. A description of each entity within the chart is listed below.

INSERT YOUR ORGANIZATIONAL CHART HERE

C. CITIZEN CORPS COORDINATING AGENCIES

Below is a list of agencies listed on the previous Organization Chart, including a description of the membership and functions of each agency.

1) Federal Emergency Management Agency (FEMA)

FEMA is designated to coordinate the Citizen Corps Program. FEMA fosters state and community participation, develops training standards and materials for citizens and trainers within the five programs. In addition, this agency develops financial incentives and

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tie-ins with other federal programs to encourage local government participation in Citizen Corps.

2) State OES

The State Office of Emergency Services (OES) governing body manages and coordinates with the regions in their state. The key state responsibilities include: identifying needs and developing a statewide strategy for increasing the first responder and volunteer collaboration; developing statewide marketing strategies; matching Citizen Corps training needs with other major state training initiatives; reporting statewide accomplishments; and ensuring that Citizen Corps communities receive consideration for any relevant grant funding administered by the state.

3) State OES, Region VI

The State's OES Region VI office coordinates with the OA. The Region VI office provides assistance and guidance in the day-to-day activities as well as in disasters. Assists in reporting OA requests, disaster information, and accomplishments to the State level; and ensuring that Citizen Corps Council communities receive consideration for any relevant grant funding administered by the state.

4) Board of Supervisors (BOS)

Provide the necessary authorization in support of the County's Citizen Corps Council Program.

5) Disaster Council

Established as the County's Citizen Corps Council for the County and provides functional guidance to the overall program and its components.

6) Citizen Corps Advisory Committee

Representatives of the Citizen Corps Advisory Committee (CCAC), 13 Members, shall be as follows:

- San Bernardino County Fire Department (1 – Member)
 - San Bernardino County Sheriff's Department (1 – Member)
 - San Bernardino County Fire Chiefs (1 – Member)
 - San Bernardino County Police Chiefs (1 – Member)
 - San Bernardino County OES (1 – Member)
 - Emergency Management Zone Coordinators or their designee (5 – Members)
 - San Bernardino County Department of Public Health (1 – Member)
 - American Red Cross (1 – Member)
 - Tribal Nations (1 – Member)
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This Advisory Committee functions as the established working committee created by the San Bernardino Operational Area Coordinating Council (OACC) to develop a recommended Citizen Corps Program structure to the OACC.

7) City/Town and County Citizen Corps Councils

City/Town and County Citizen Corps Councils are representative of all 24 cities/towns within the County and the County itself, totaling 25 entities within the OA.

8) Tribal Nations

The local Tribal Nations have established their own program called Tribal Emergency Response Team (TERT). CERT trained individuals could assist the TERT upon request.

9) Special Districts

A proposed Citizen Corps Council to be formed within the boundaries of a Special District will be coordinated through the local Fire Protection District or Law Enforcement Agency. The Fire Protection District or local Law Enforcement Agency will have the responsibility to provide the OA lead agency with a document identifying the make-up of their Citizen Corps Council.

Upon determination by the OA lead agency that the formation has met the prescribed council membership, the Agency will then submit a resolution from their governing body to be kept on file with the OA.

The OA Citizen Corps Council Advisory Committee will not recognize any areas without direct supervision from a Public Safety Agency (Law and/or Fire).

3. CITIZEN CORPS COUNCILS

A. INTRODUCTION

The Citizen Corps Councils will bring together leaders from the relevant sectors of the County communities to coordinate the Citizen Corps effort. The purpose of the Citizen Corps Councils is to have all decision makers at the table to manage existing volunteer resources, to leverage mutually supportive endeavors among the represented groups, and to direct the overall local plans to implement Citizen Corps in the community. All Citizen Corps Council's will be administered by a public safety agency, such as law or fire. Each County/City/Town will have only one Citizen Corps Council that has the lead role in implementing Citizen Corps groups within their jurisdictions.

B. COUNCIL

There may be a number of Citizen Corps Councils within an OA. The

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CREATIONS	below sections outline the establishment, responsibilities and membership of such Citizen Corps Councils.
1) County Citizens Corps Council	A County Citizen Corps Council will have a membership of unincorporated communities within San Bernardino County. They will have the responsibility to provide the OA lead agency with a letter showing the make up of their Citizen Corps Council. Upon determination by the OA lead agency that the formation has met the prescribed council membership, they will then submit a resolution from their governing body. This resolution will be kept on file with the OA, however there could be extenuating circumstances that may require review on a case-by-case basis. The County Council will be affiliated with a law or fire agency and will be responsible to report to the OA .
2) City/Town Citizen Corps Councils	A City/Town may elect to establish a City/Town Citizen Corps Council (City/Town Council) and will be responsible to provide the OA lead agency with a letter indicating the make up of their Citizen Corps Council. Upon determination by the OA lead agency that the City/Town Council formation has met the prescribed council member, they will then submit a resolution from their governing body. This resolution will be kept on file with the OA, however there could be extenuating circumstances that may require review on a case-by-case basis. The City/Town Council will be will be affiliated with a law or fire agency and will be responsible to report to the OA.
3) Sub-Councils	Citizen Corps Sub-Councils will be organized and managed by the jurisdiction Council (County or City/Town, Special District) in which they were formed. These Sub-Councils may elect to establish a Citizen Corp Council (Sub-Council) and a representative from each Sub-Council will be responsible to report to the City/Town Council.
C. MEMBERSHIP INFORMATION	Below is a listing of Membership Information, including Qualifications, Responsibilities, Leadership, and Council registration.
1) Qualifications	<p>The Citizen Corps Council for each jurisdiction can be an existing group that currently supports a strong team that brings together sectors of the community, such as an existing disaster council. Membership could include the following:</p> <ul style="list-style-type: none">• Elected officials such as the mayor, city council members, county supervisors, or tribal government leaders.• Emergency management from the first responder community: law

enforcement, fire, and emergency medical services and health care providers.

- Volunteers, community service, existing community sub-structure such as advisory boards, voting districts, wards and the business community.

Participation on the council is making a commitment to educate the public on safety, to help citizens take an active role in protecting themselves from harm, to teach citizens what to do in the event of a crisis, and to expand volunteer opportunities that will enhance the communities' preparedness.

2) Responsibilities While this Annex provides tremendous flexibility to implement Citizen Corps in a way that best suits individual communities at the City/Town and unincorporated areas, there are some general responsibilities for the local organizing group that include:

- Create an action plan to involve the community in prevention, preparedness, and response activities and to mobilize the community in a large-scale event.
 - Identify ways in which the community's volunteer resources can help meet the needs of its first responders.
 - Work with existing neighborhood leaders, or creating a neighborhood leadership structure, to design a systematic approach to educate the public and encourage Citizen Corps participation throughout the community.
 - Spearhead efforts to offer citizens new and existing volunteer opportunities educational information, and training courses to address crime, terrorism, public health issues, and natural disaster risks.
 - Recognize all activities that promote prevention, preparedness and response training as a part of Citizen Corps and encourage new endeavors.
 - Organize special projects and community events to promote Citizen Corps activities and recruiting volunteers to participate.
 - Foster a spirit of mutual support by working with Citizen Corps Councils in neighboring communities and jurisdictions to be able to share resource in times of need.
 - Capture innovative practices and reporting accomplishments to the state coordinator for Citizen Corps.
 - Survey communities to assess increased awareness and Citizen Corps participation.
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3) Leadership Leadership within the Council is critical for success. Because of the first responder's role in the event of an emergency, and because of the

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law and fire based nature of the five-core programs of Citizen Corps, it is suggested that first responder representatives not take the lead role for the council but participate as the liaison back to the Operational area. It is important that the Citizens Corps Council Chair show strong leadership, organizational skills and the ability to motivate team members to reach the collective goal of making their communities a safer place to live, work and play and providing the opportunity for all citizens to participate.

4) Registration Process

Upon completion of the Council Member Qualifications section above, log on to www.citizenscorps.gov/ccorps and register your Citizen Corps Council information by clicking on the registration link. Upon access to the Council registration web page, answer the template questions. This will include a name for your council, the name, title, phone number, and e-mail address of a local official that supports the creation of a Citizen Corps council; this could be the mayor, City/Town manager, county supervisor, or emergency management director.

The second part of the template addresses the Council point of contact (POC). This person is the point of contact for Citizen Corps in your community. You will notice that more information about this person is required. This person will receive information from state and federal partners and whose name and e-mail address will be posted on the Citizen Corps website. You may wish to create a generic e-mail address so that all information feeds in to one point. Once you have completed the registration template, press the *Submit* button.

Upon receipt, FEMA will notify the State of California Governor's Office on Service and Volunteerism (GOSERV). The GOSERV staff will then contact the OA of the registering jurisdiction to verify the authenticity of the Citizen Corps council registration request. The OA will either verify or deny the registration.

Once the verification of the registration is approved by the OA, the GOSERV staff will be notified and they will advise FEMA to post the Citizen Corps council to the FEMA website. It is the responsibility of the registering agency to check the FEMA website at www.fema.gov to see if the council is posted.

4. CITIZEN CORPS PROGRAMS

OVERVIEW

Only the CERT program has been addressed with funding or direction from FEMA, or from the GO SERV. The other Programs (Neighborhood Watch, VIP and MRC) are listed as possible future funded programs. **All components of the Citizen Corps Program are optional considerations and at the discretion of each**

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jurisdiction.

A. COMMUNITY EMERGENCY RESPONSE TEAM (CERT)

The CERT program provides training in emergency preparedness and in basic response techniques to local trainers who in turn train citizens, enabling them to take a more active role in personal and public safety.

1) Specific goals

To enable neighborhood or workplace teams to prepare for and respond effectively to an event until professional responders arrive. Provide a link between neighborhood, workplace teams, and professional responders. (Website)

2) CERT Standards and Protocols

The best source of help in an emergency or disaster is the paid or volunteer professional responder. But, if they are not available to address immediate life-saving needs or to protect property, CERT members can help. CERT is not intended to replace a community's response capability, but rather, to serve as an important supplement. The agency sponsoring the CERT program is creating a volunteer resource that is part of the community's operational capability following a disaster. That agency should develop training standards for CERT personnel and protocols for their activation and use. CERT members must keep their safety in mind as their first priority. CERT volunteers must know their capabilities and the limitations of their training and equipment, and work within those limitations. When deployed appropriately, however, CERT can complement and enhance first-response capability in neighborhoods and workplaces by ensuring the safety of themselves and their families working outward to the neighborhood, office, and beyond until first responders arrive. CERT can then assist first-response personnel as directed.



CERT Units Do Not:

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- Suppress large fires.
- Enter structures that they consider heavily damaged and dangerous (e.g., leaning or moved from foundation.).
- Perform medical, fire, or search and rescue operations beyond their level of training.
- Perform hazardous materials cleanup or respond to incidents involving radiological, chemical, or biological agents.

3) Eligibility Requirements

Jurisdictional citizens may choose to be part of a CERT group as long as they have a willingness to care about fellow citizens and be able to build relationships and cooperate with first responders.

4) Training

Existing CERT Train the Trainers and OA trained personnel will provide training. All training classes will be based on the FEMA twenty (20) hour Certified Course with allowable modifications when necessary.

5) Identification Cards

Identification (ID) cards will be issued to CERT members that have been trained by a certified Citizen Corps CERT trainer. This ID card must be worn when responding to an emergency. The ID card must be in clear view, whether on a lanyard or in a view pocket on a CERT vest, to be allowed at an emergency site.

B. NEIGHBORHOOD WATCH PROGRAM

Neighborhood Watch is a crime prevention program, which enlists the active participation of citizens in cooperation with law enforcement to reduce crime in their communities. For over thirty (30) years, the Neighborhood Watch Program has successfully kept people safe in their homes and neighborhoods throughout the nation. By bringing together local officials, law enforcement and citizens, Neighborhood Watch engages public and private community members in the common cause of public safety.

1) Eligibility Requirements

First responders (such as Fire, Law and Medical personnel) cannot be on every corner, so citizen involvement is essential to combat crime. Neighborhood Watch members place stickers in their windows and post Neighborhood Watch signs on streets, warning criminals that they are in an active Neighborhood Watch Community.

The foundation for creating and maintaining neighborhood crime prevention groups (Neighborhood Watch) is based on the assumption that a group of people in the neighborhood can come together to reestablish informal control, and can thereby increase the

quality of life and reduce the crime rate in the neighborhood.

Anyone can be part of a Neighborhood Watch Program as long as they have a willingness to get to know and care about their neighbors and build relationships and cooperation between law enforcement officers and residents.

2) Getting Started

- a) Contact your local law enforcement agency
 - Explain that you would like to start a Neighborhood Watch group and ask for assistance.
 - Get help from their crime prevention unit. Crime prevention officers or specialists can help organize the initial meeting.
 - Ask about the crime condition in your neighborhood.
 - Ask to have law enforcement at your first meeting.
 - b) Talk to your neighbors
 - Canvass your neighborhood for interest.
 - Discuss crime problems in your area, using information provided by the local law enforcement agency.
 - Explain the value of the Neighborhood Watch Program.
 - Ask about convenient times to schedule your Neighborhood Watch Meeting.
 - c) Be sure to mention
 - Neighborhood Watch does not require frequent meetings.
 - It does not ask anyone to take personal risks.
 - Law enforcement will attend your first meeting to answer questions about crime in the community and how law enforcement works in your area.
 - Neighborhood Watch leaves the responsibility for apprehending criminals where it belongs-with law enforcement.
 - d) Hold the first meeting
 - Introduce everyone, provide name tags if needed.
 - Provide opening remarks.
 - You want to provide a relaxed atmosphere, provide simple refreshments such as coffee and cookies.
 - Ask your law officials to cover the following topics:
 - Its crime prevention programs and policies.
 - Particular crimes in the local area.
 - How to obtain Neighborhood Watch Signs.
 - Effective crime prevention techniques for home and office.
 - How citizen's can become "eyes and ears" and help them in their investigation of crimes.
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- How to report a crime: What to look for; how to describe the person, vehicle or activity; and other information that will help solve the problem.

e) Block Captain Role

- Be a spokesperson for the group.
- Serve as the liaison between law enforcement and your Neighborhood Watch group to organize and arrange Neighborhood Watch meetings. Recruit neighbors to host meetings.
- Maintain a list of members.
- Designate work assignments such as:
 - New members
 - Vacation House watch
 - Block parents
 - Neighborhood patrol
 - Fund Raising
 - Secretarial duties
 - Develop and maintain block maps.
 - Materials Distribution

Remember to report crimes to law enforcement first then to their Block Captains so he or she can alert other neighbors of the problem.

It is wise to rotate the Block Captain position on a regularly scheduled basis. However always notify law enforcement of the Block Captain change.

f) Develop and Distribute Maps

Maps will help give members of law enforcement precise information when reporting suspicious activity in your neighborhood. The map should:

- Identify the Block Captain/Coordinator.
- Clearly, identify streets, cross-streets, and compass points.
- Show name, address, and phone numbers of each home and identify those that have burglar alarms.
- Identify senior citizens and/ or neighbors with health problems and special needs.
- List the make, model, year, and license number of the vehicles at each home. Identify those that are there during the daytime hours.
- Include emergency numbers of Police/Sheriff/Fire along with Refuse Company, Street Department, and Water Department.
- Update and redistribute new information to all members.

g) Knowing more about your neighbors, their vehicles and their daily routine will help you recognize unusual or suspicious activities.

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- Consider exchanging the following type of information with your neighbors:
 - Home and work numbers
 - Number, ages, and names of family members or residents
 - Work hours
 - School or day care hours of children
 - Who owns dogs
 - Planned vacations or visitors
 - Scheduled deliveries

h) Maintaining a Neighborhood Watch Program

When Neighborhood Watch Network is underway, be sure that everyone understands and observes the following guidelines:

- Be alert to unusual or suspicious behavior in your neighborhood. Call authorities if warranted. Write down the descriptions of person(s), vehicles, and license numbers.
- Advise your neighbors if your house will be unoccupied for an extended time. Provide information on how to reach you in an emergency.
- Look after your neighbors home while they are away and ask them to look after yours. This includes picking up the newspapers, returning the trashcans from the street. Do not leave signals that indicate no one is home.
- Attend Neighborhood Watch Programs meetings and above all get involved. It is the most effective way to prevent crime and make sure your neighbor is safe.
- Remember the job of a neighborhood watch member is to report crimes not to attempt to apprehend criminals. Let the law enforcement community handle that responsibility.

i) Program Activities

Keeping a Neighborhood Watch program active is by getting everyone involved, this will create a feeling of pride and the atmosphere of a small town, even in a large city. Neighborhood Watch can easily be adapted to meet the needs wherever you live. This includes the creation of special apartment complex programs.

Active Neighborhood Watch groups can make changes through their local officials, such as improving street lighting, and changing traffic flow patterns. Active apartment or multi-family dwelling groups can make changes by working with their landlords or building managers. They can work together to change lighting and security of each individual unit as well as communal areas and assist in developing policy to improve property security.

Make belonging to the Neighborhood Watch Program enjoyable. Make the meetings fun as well as meaningful. Use you

imagination. Schedule potluck dinners, organize clean up campaigns or hold block parties. Keep members involved and do not over burden any one person.

i) Home and Multi-Dwelling Unit Security

- Ask the local law enforcement agency to assist with “home security surveys” for individual residences as well as apartment and multi-unit dwelling.
- Invite an officer to speak to the Neighborhood Watch group about security in the home or multi-dwelling unit environment.
- Learn how to secure your home with:
 - Effective door and window locks
 - Adequate exterior lighting
 - Security habits
 - Landscaping
 - Alarm system

k) Property Identification

The identification program encourages homeowners to mark their property to make it easier to identify if stolen. The program provides window decals as a warning to burglars:

- Purchase an electric engraver that members of your Neighborhood Watch group can use to mark items such as televisions, computers, and stereos. Encourage residents to engrave their drivers license number preceded by “CA” on personal property. Note: Do not use social security numbers.
- Encourage residents to make a list of their firearms, personal computer(s) and other electronic equipment along with their serial and model numbers. Keep the list in a safe place such as the freezer or a safety deposit box.
- Photograph items such as jewelry. For larger items, use a video camera to record ownership.

l) Develop a “Block Parent” system

- Identify the home that children can go to when they need assistance and their own parents are not home.
- Place signs in windows of selected houses so that children can find them easily.
- Ask parents to introduce their children to these “block parents” before emergencies arise.

m) Bicycle Safety

- Hold a “bike rodeo” within your neighborhood. Conclude the event with a bicycle security and safety program.
- Encourage all to license their bicycles with a local law enforcement agency.

n) Silent Observers

- In many communities, senior citizens, shut-ins, persons who work at home, and other neighborhood people watch for and report suspicious events.
- Some programs are designed so that observers may report by number rather than by name to protect their identities.
- Call your law enforcement agency to find out if it is participating in programs, such as "Silent Witness, Secret Witness, Witness Anonymous or Crime Stoppers" to encourage crime reporting.

o) Communications

Develop communications networks with neighbors and law enforcement agencies. Use cell phones or regular phones for emergency communications with neighbors and/or law enforcement agencies. Keep an emergency phone list next to your phone, along with a list of all your neighbors.

p) Crime Awareness

Call upon law enforcement experts and community leaders to participate in neighborhood meetings or workshops on a variety of topics. This includes:

- Personal safety tips, prevention of rape, assaults or robbery
- Bicycle, auto, or boat theft prevention
- Alcohol and other drug use and abuse
- Drug houses and clandestine laboratories
- School safety
- Senior Citizens, con game, personal safety and elder abuse
- Criminal Justice System, police, courts, and corrections

q) Neighborhood Watch Coalitions

In many communities, individual Neighborhood Watch groups unite to form coalitions. By coordinating their efforts, individual groups find they can share valuable information, as well as increase the impact of their block captains who represent their neighborhood at coalitions meetings.

Some groups even form organizations to raise money for crime prevention programs within their communities. If you would like to explore these possibilities, discuss them with the local law enforcement agency.

r) If a Crime Occurs remember to report it. Unfortunately, only about half of all crimes are reported. This is unfortunate, because law enforcement cannot do anything if they are not aware of the procedure. Eyewitness information is the key to solving many crimes. Remember these tips when reporting crime to law enforcement agencies:

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- Call law enforcement immediately. A five-minute delay can reduce the chance of ever catching the criminal.
 - Tell law enforcement as much as you can. No fact is too trivial. In many cases, it is what victims and witnesses tell police about criminals that result in arrest. Law enforcement can use answers to as many of the following questions as possible. However, remembering wrong information is worse than no information. Remember these tips when reporting a crime.
 - What occurred?
 - When did this occur?
 - Where did this occur?
 - How many suspects are there?
 - What did they do?
 - What did they take?
 - Which way did they go?
 - Were there any other witnesses?
 - What are their names, addresses, or phone numbers?
 - Provide any other information that might be useful.
 - Can you describe their vehicle(s)?
 - License number
 - Color
 - Make
 - Year
 - Condition
 - Last direction of travel

Law enforcement receives many calls for service each day. They may not be able to respond immediately. They have to prioritize their calls based on the incident or situation and its severity. They will get to you as soon as possible.

s) Suspect Description Form

- Sex
 - Race
 - Age
 - Height
 - Weight
 - Hair color
 - Length
 - Style
 - Side Burns
 - Eye color
 - Glasses
 - Facial, complexion, mustache, beard, scars
 - Clothing, hat, shirt, pants, skirt, dress,
 - Gloves, jewelry
 - Purse
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- Weapons, handgun, knife

t) Training

Training is done within each Neighborhood Watch community. Leaders within each community should be selected. The leaders need to be organized and motivated. It is important to keep the enthusiasm going. To do this, it is necessary to choose new projects so that there is always something on which to keep the focus. In addition, leaders need to communicate to their communities and the area Citizen Corps Council.

C. VOLUNTEERS IN POLICE SERVICE (VIPS)

The VIPS members support busy law enforcement departments in order to free up officers for frontline duty. This program seeks to increase volunteer service to local law enforcement agencies, help citizens learn about how they can get involved in VIPS programs and establish programs in their area.

Adult citizens who are familiar with the local areas shall comprise the VIPS. These trained volunteers shall be utilized to enhance vital crime prevention services and community awareness. VIPS Citizen patrol units may perform vacation house checks, conduct business and residential security surveys, and perform welfare checks on invalid and elderly persons. With additional optional training and certification, members may perform traffic control, issue handicap-parking citations, and perform other duties as permitted by the Station Commander.

VIPS members shall not be allowed to take enforcement action, carry any weapons or chemical agents or make arrests. Any suspicious activity observed shall immediately be reported to the local Sheriff's Station.

VIPS is a crime prevention program exercising proactive law enforcement principles. The program is expressly comprised of volunteers having an interest in their local law enforcement agency. All volunteers will attend a VIPS Citizen Patrol Training Academy and monthly meetings.

1) Eligibility Requirements

Most agencies will screen volunteers very thoroughly. Potential volunteers will be asked to provide necessary background information and to sign a release form to allow a criminal background and/or financial background check.

2) Training

Local VIPS programs are individually designed. Many agencies have

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a volunteer handbook that is provided at program entry. Most agencies will likely have a short orientation and training to introduce volunteers to law enforcement practices. If an assignment requires additional training (for example, data entry) the volunteer will receive that as well. Many agencies have citizen academies, which familiarize citizens with many aspects of policing. Not all agencies have such programs in place. Another excellent volunteer orientation is a series of ride-alongs with officers on various shifts.

D. MEDICAL RESERVE CORPS (MRC)

The Medical Reserve Corps (MRC) will coordinate the skills of practicing and retired physicians, nurses, and other health professionals who are eager to volunteer during emergencies. The Medical Reserve Corps is the component of the Citizen Corps that will bring together local health professionals and others with relevant health related skills to volunteer in their community. These volunteers will assist local, existing community emergency medical response systems as well as provide a group of readily trained and available resources to help a community deal with pressing public health needs and improvements. Citizen Corps Councils and Medical Reserve Corps units will vary from community to community, depending on each community's needs and the decisions made by the community's leadership and its citizens. The initiatives in all communities share the common goal of engaging volunteers in helping their communities prevent, prepare for and respond to crime, disasters, pressing public health needs and emergencies of all kinds.

In conjunction with San Bernardino County Public Health Department, the San Bernardino County Medical Society has applied for a Medical Reserve Corps Grant. This is a competitive grant. The Medical Society wishes hopes to establish local Medical Reserve Corps unit. Assess community's risks and vulnerabilities; such as local surge, capacity needs to establish the required number and type of health professional volunteers.

Establish MRCU goals and objectives, policies and procedures. Assure health professional volunteer recruitment for both initial planning and ongoing Unit activities. Require continuous, emergent, and adequate medical response to a community health crisis. Assure ongoing communication and efforts to ensure coordination of MRCU activities with those of the emergency response community via development of working relationships with appropriate community organizations; 7) establish linkage with local emergency response system to assure a timely and effective response to a real disaster. Identify training needs, develop skills inventory, and develop volunteer training program.

Implement disaster drill program. The Unit will serve as a

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supplement to existing public response systems, providing volunteers who are trained to function effectively in emergencies. To facilitate the unit's formation, a Medical Reserve Corps Unit Formation Planning Committee shall be created. This committee shall report to the SBCMS Board of Directors, drawn from the SBCMS, relevant local agencies, and facilities.

The overall program is still under construction.

1) Program Description

The MRC will provide communities with volunteers who can assist health professionals during large-scale local emergencies. Local communities will develop their own MRC and identify the unique needs of the area. For example, MRC volunteers may deliver necessary public health services during a crisis and provide direct care to those with less serious injuries. MRC volunteers may also serve a vital role by assisting their communities with ongoing public health needs (e.g., immunizations, health and nutrition education, and volunteering in community health centers and local hospitals).

2) Eligibility Requirements

All MRC volunteers must have appropriate education, training and experience. All members of an MRC unit do not need the same education and training, although there are some common elements.

When recruiting for an MRC unit, volunteers must be asked to show proof of their qualifications, including education and work experience, diplomas, current or past certifications and licensure. This requirement includes those volunteers who perform numerous functions that do not involve direct patient/victim medical care.

At a minimum, it is recommended that MRC members have the following current skills:

This section is under development.

3) Training

There is not one particular way to train MRC members. However, the "Medical Reserve Corp: A Guide for Local Leader" should be followed to ensure consistency between all MRC groups.

Due to the fact that each MRC group has individual methods of management and training, it will be up to the MRC leaders to maintain the necessary training to meet its community's needs. In addition, there should be regular meetings and drills to ensure maximum emergency preparedness and communication within each MRC group.

The MRC will coordinate the skills of practicing and retired physicians, nurses, and other health professionals who are eager to

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volunteer during emergencies.

5. OUTREACH PROGRAMS

A. COUNTY LEVEL The OA, through the Citizen Corps Council Advisory Committee (CCAC), will use existing brochures from the FEMA and ARC. It will also use Web Sites and Public Service Announcements, as well as making direct outreach contact with volunteer groups that are identified as not coordinated through a recognized program such as Volunteer Organizations Active in Disasters (VOAD), or with ties to the Public Safety Community. Another avenue is to use the Operational Area Coordinating

OACC Training Subcommittee to assist in promoting and scheduling classes.

B. CITY/TOWN LEVEL Each City/Town/will be responsible for outreach programs to the Community, Schools, and Business for their jurisdiction, in addition to scheduling their training programs.

6. ALLOCATION OF SUPPLIES

A. SUPPLY ITEMS Each of the four Citizen Corps Programs requires various types of supplies.

1) CERT Each new student will receive a CERT responder backpack, safety helmet with chinstrap, vest, and student manual. Other equipment needed will be the responsibility of the student.

a) Redistribution of non-used CERT Responder Equipment The CCAC made the decision to purchase, with the allotted grant funds, CERT Responder Equipment Backpacks, that will included safety helmet with chin strap, vest and student manual. These Backpacks will be available to all Cities/Towns who participate in the program. However, those Cities/Towns that do not participate in the Citizen Corps Program, will forfeit their allotment of equipment and it will be redistribution to the cities/towns/county that are participating in the program.

Note: The following components of the Citizen Corps Program have yet to be addressed with funding or direction from FEMA, or from the GOSERV.

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3) Neighborhood Watch	Neighborhood Watch is a crime prevention program, which enlists the active participation of citizens in cooperation with law enforcement to reduce crime in their communities. For over thirty - (30) years, the Neighborhood Watch Program has successfully kept people safe in their homes and neighborhoods throughout the nation. By bringing together local officials, law enforcement and citizens, Neighborhood Watch engages public and private community members in the common cause of public safety.
4) Volunteers in Police Service (VIPS)	<i>This section is under development.</i>
5) Medical Reserve Corps (MRC)	<i>This section is under development.</i>
